

Jack Dalrymple, Governor  
Maggie D. Anderson, Executive Director

April 30, 2015

Dear Qualified Service Provider (QSP) Agencies:

The North Dakota Department of Human Services is working toward the implementation of a new claims processing system known as the ND Health Enterprise Medicaid Management Information System (MMIS). This web-based system will process Medicaid claims, including QSP Home and Community Based Service (HCBS) claims, and will make payments.

### **Training and Support for QSPs**

Providers can access various training opportunities that will help familiarize them with the basics of the new system. Training is currently being offered to QSP agencies in the following formats: online computer-based training and instructor-led webinars.

Your connection to enroll and participate in the training opportunities is through the ND Health Enterprise MMIS Learning Community system (LCMS) located online at <http://NDMMIS.LearnerCommunity.com>. After creating a user name and password, you will be able to **view** and **register** for different training courses identified by the icons below. A list of recommended courses that might be most helpful to QSP agencies is included with this letter. A detailed list of all of the training is also available at [www.nd.gov/dhs/info/mmis.html](http://www.nd.gov/dhs/info/mmis.html).

**It is important to note that in order to participate in any training session each individual attendee must first create a unique LCMS User ID and password and enroll in advance of the event.**



#### **Computer- Based Training**

The Learning Community houses computer-based training courses. Providers are able to view a course independently and as often as needed. Please see the enclosed recommend course list for QSP agencies.



#### **Instructor-Led Webinars**

These interactive webinars will require providers to have computer access and a telephone to participate in the trainings. Registration is limited to the first 100 participants. The webinars start the week of May 18th.

I encourage you to utilize the training courses offered through the Learning Community. You will need to **create a user name and password to access the training**. The Learning Community's website also has a tutorial that will help you navigate the website's features. Click on the "Learning Center Tutorial" blue icon to view the tutorial.

### **Educational Conference Calls for QSPs**

ND Medicaid will hold a series of six one-hour weekly conference calls **specific to QSPs** on **Tuesdays from May 19 through June 23, from 3 to 4 p.m. (CT)**. Providers may call toll-free 1-866-243-5352 to participate. Advance registration is not required. However, there is a limit of 100 in-bound phone lines for each call. Provider office staff is encouraged to convene in a single location and place a group call to enable participation by as many provider offices as possible.

Providers are also encouraged to e-mail questions in advance of each call to [MMISinfo@nd.gov](mailto:MMISinfo@nd.gov) by 5 p.m. (CT) on Mondays to ensure Department staff has adequate time to gather responses. All questions answered and information shared during the weekly phone calls will be compiled into a Frequently Asked Questions (FAQ) format and posted online at [www.nd.gov/dhs/info/mmisis.html](http://www.nd.gov/dhs/info/mmisis.html). If you are unable to join a specific call, please monitor the Department's website to review updates posted to the FAQs.



### **In-Person Instructor-Led Trainings for QSPs**

Department staff will conduct in-person instructor-led training **specific to QSPs and HCBS claims** in all eight regions of the state. QSPs will be sent additional information and specific training dates in the coming weeks.

The Department is committed to keeping you informed about the implementation of the ND Health Enterprise MMIS. The Department's website at [www.nd.gov/dhs/info/mmisis.html](http://www.nd.gov/dhs/info/mmisis.html) will be your main source for important news about provider trainings, billing changes, and other updates relating to the implementation process. I encourage you to visit this website frequently.

If you have any additional questions related to training, please contact the ND Health Enterprise MMIS Training Information Center at (877) 328-7098.

Sincerely,



Maggie D. Anderson  
Executive Director

Attachment

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## **Recommended Courses for QSP Agencies**

### **Computer Based Training (CBT)**

	LCMS CBT Course Title	Course Length
1.	<b>Introducing ND Health Enterprise MMIS</b> This CBT is an introduction to the MMIS for first time users.	9 min
2.	<b>Features and Functionality</b> This CBT teaches the basic features and functionality of the ND Health Enterprise MMIS.	7 min
3.	<b>Enterprise Login and Navigation</b> This CBT shows how external users can learn how to login and navigate the MMIS.	11 min
4.	<b>Basic and Advance Searching</b> This CBT ensures learners have knowledge of the Search functions of the MMIS.	10 min
5.	<b>Automated Voice Response System (AVR) Overview</b> This CBT shows providers and their Organization Administrators how to access and use the Automated Voice Response System (AVRS).	9 min
6.	<b>Checking Member Eligibility</b> This CBT ensures external users have the skill & knowledge to check a member's eligibility for Medicaid services via the MMIS.	8 min
7.	<b>Managing Organization Security</b> Provides external Organization Administrators with guidance on how to work with security accounts for users within their organization.	9 min
8.	<b>Overview of Submitting Claims Online</b> This CBT introduces providers and office staff to the options available for creating, submitting, and managing individual claims online.	17 min
9.	<b>Managing Claims Online</b> This CBT shows providers, and office staff how to manage claims online.	7 min
10.	<b>Using Claim Templates</b>	6 min

	This CBT shows providers and office staff how to create, search for, edit, and delete claim templates.	
11.	<b>Inquiring on Claims and Payment Status Online</b>	11 min
	This CBT teaches how to check claims status and payments online through the MMIS.	

## Webinar Course

	<b>LMS Webinar Course Title</b>	<b>Dates</b>	<b>Course Length</b>
1.	<b>Enterprise Overview &amp; Being an Organization Administrator</b>	5/18, 5/19, 6/01, 6/10, 6/19	3 hrs
	This webinar is an introduction to the MMIS for first-time users and how an Organization Administrator works with security accounts for users within their organization.		